



MEMORANDUM

DATE: July 1, 2005

TO: Bilingual Services Coordinators/Language Survey Coordinators

FROM: State Personnel Board – Bilingual Services Program

SUBJECT: BSP MEMORANDUM 05-05
LANGUAGE SURVEY UPDATES

As announced, the Bilingual Services Program (BSP) conducted two training sessions on June 23, 2005 regarding the 2005-06 Language Survey. The sessions were well attended with representatives from approximately 65 state agencies. We thank you for taking the time to attend and for sharing your input regarding the survey process. Based on these discussions, some changes have been made to the survey forms and data collection process.

This memorandum is to relay these changes and provide additional clarification, as needed. The specific changes include:

1. The **Form I** – Unit Tally and Summary, Non-English Written Contacts:
 - Revised Form I to reflect that only Non-English language written contacts are to be reported on this form. English language written contacts will not be reported. As discussed, this data will assist in identifying the degree to which state agencies receive written contacts in non-English languages and the need for translator resources.
 - An “Employee Name” box was added to the form, as requested.
2. The **Form H** – Language Code Guide was revised to add the following codes:
 - Braille for reporting translated documents with the code: “**_B_**”
 - TTY/TDD/Relay for reporting telephonic contacts with hearing-impaired people with the code: “**TTY**”

Please note that these two codes are not listed on the survey forms. We recommend that you provide all public contact employees with the Form H and request that they utilize this document to identify language codes.

3. Access to master copies of all forms in Page Maker, upon request. This will enable the department to type information, such as department and unit names directly onto the forms and print them for distribution. If you would like copies of the master forms, please contact your BSP Analyst and he/she will e-mail copies to you. Please note that the Page Maker software must be on your computer to utilize these forms, and the SPB does not provide this software. Consult with your Information Technology Unit, or supervisor if you do not have access to this software.
4. The Survey Checklist has been revised to indicate the **Form I** is for collecting written contacts in non-English languages only.

The above referenced, revised forms are available in Adobe .pdf on SPB Web site at <http://jobs.spb.ca.gov/langsurvey/handouts.cfm?> and have a revision date of 07/2005. Any of the survey forms that were not revised, will have a 6/2005 revision date.

As a reminder, the BSP is offering a training class titled "Conducting a Meaningful and Accurate Language Survey" which will cover the survey process, provide tips for conducting a full and accurate survey, demonstrate the automated language survey system, and review the survey reports and documents required for transmittal of the survey package to the SPB. If you are a new bilingual services and/or language survey coordinator, you are encouraged to attend this class. Please note that this is the final opportunity for you to attend training related to conducting the language survey. The BSP is unable to provide one-on-one training for state departments; therefore if you were not able to attend the June 23rd training, you are strongly encouraged to attend this class. The training dates for this class and others being offered by the BSP can be found on the SPB Web Site at <http://www.spb.ca.gov/bilingual/TrngClasses.htm>.

If you have any questions or need further assistance, please contact your Bilingual Services Analyst or the BSP at (916) 651-9017 or TTY (916) 651-8782.